

## ***Claim File Resubmission Protocol:***

1. Check your 997 Claims/File Acknowledgement. 997s are available on the WAMedWeb under Retrievals (View/Downloads) or via your office practice management software application.

If you have not received a 997 within 24 hours of submitting your file, please do not resubmit your file until you have contacted the **HIPAA E-Help Desk at 1-800-562-6188 ext 4.**

2. If you receive a "positive" 997 acknowledging the successful receipt of your file, please do not resubmit your claims until you have checked the 276/277 Claims Status file and/or your 835 or RA. If you still do not see your claims in either the 276/277 or the 835, please contact the HIPAA E-Help Desk at the toll free number listed above.
3. If you received a "negative" 997 indicating that your file was not successfully received, please correct the problems with your submission and resubmit.

Following these steps prior to resubmitting your claims/files will help to alleviate the possibility of duplicate claims within our system and expedite turnaround and/or payment of your claims.